

Involving Patients and Carers – our Plan

Our target is to...

<p>Deliver care that is safe and effective and is planned around the needs of our patients. It will be rated by our patients as being better than other Trusts like ours.</p>	<p>Deliver care at the right time in the right place by working with people and organisations that represent people that are affected by our services</p>
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So we promise

<p>We will listen and learn from our patients, their carers and families about their experiences of our services and ask for their suggestions about how services can be improved.</p>	<p>We will do this by using lots of different ways to get feedback from patients and carers. We will find out what we need to improve, how to improve it and then check to see if it has improved</p>	<p>We will involve people that use and are affected by our services, especially those who find it hard to be heard and aren't often listened to. We will show how we have listened to and involved people and what we have done.</p>
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How we will do this...

<p>Keep improving the ways we listen to and learn from patients to make sure we are getting good information that we can use. Make sure we have ways of measuring what we are doing and how useful it is. <i>(Process and Policy)</i></p>	<p>Make sure that staff know the importance of listening to and learning from the experience of patients and have the tools they need to do it. <i>(Capacity and Training)</i></p>	<p>Get better at bringing together all the information from patients about what is good and could be better about our services and make sure we learn from it and make changes. <i>(Analysis and Reporting)</i></p>	<p>Have clear ways that patients can be involved making our services better and having a say in their care and treatment. <i>(Involvement)</i></p>	<p>Tell everybody about how we have worked with and listened to patients and what has improved <i>(Sharing the learning)</i></p>
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Our Key Objectives for 2018/19 are...

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<p>To embed processes to demonstrate effective involvement of patients and carers at all levels of the Trust <i>(Involvement and Process and Policy)</i></p>	<p>To embed Customer Care Training for front line staff <i>(Capacity and Training)</i></p>	<p>To review our processes for capture of the Friends and Family Test <i>(Process & Analysis and Reporting)</i></p>	<p>To pilot Always Events^R Framework to evaluate the potential impact on improvement of the services we deliver <i>(Capacity and Training & Involvement)</i></p>	<p>To demonstrate effective learning from Patient Experience Feedback <i>(Sharing the learning)</i></p>